

MassHealth's Home- and Community-Based Behavioral Health Services for Children and Families

In-Home Therapy*

If your child's behavior is making daily life hard for the family, then in-home therapy may be right for your child and family. Counselors work with your whole family, helping you as a parent to help your child. In-home therapy can help your child and family to

- resolve conflicts;
- learn new ways to do things;
- make new routines;
- set limits; and
- find community resources.

Intensive Care Coordination (ICC)

ICC is for children and youths with a serious emotional disturbance. ICC helps to get all the adults in your child's life to work together. In ICC, a Care Coordinator helps you bring together the main adults in your child's life so that everyone is working together to help your child. You choose who is on your team, including professionals (therapists, social workers, teachers) and your personal supports (friends or relatives). You may also ask for a "Family Partner," a parent trained to make sure your voice is heard. Together, the team will help you and your child reach your goals for your family.

Children and youths get ICC services through Community Service Agencies, or CSAs. There are 32 CSAs located throughout Massachusetts. There are three CSAs chosen for their special skill serving Black, Latino, and deaf and hard of hearing children and youths.

Mobile Crisis Intervention*

Mobile crisis intervention is for when your child is having a crisis and needs help right away. You can call 24 hours a day, 7 days a week. A trained team will come to your home, a school, or other place in the community to help your child with the crisis. The team will also help you get other services for your child and family.

If your child gets outpatient therapy, in-home therapy, or intensive care coordination and needs more help, he or she may also be able to get the following services.

In-Home Behavioral Services

Sometimes a child will do something over and over that bothers other people or harms the child. If it is hard to get the child to act differently, a therapist will work with you and others in your child's life to try new ways to help your child change these behaviors.

Therapeutic Mentors

Some children want to get along with others, but need help and practice learning to talk or act in new ways. A therapeutic mentor will go with your child to the places where your child

* Children and youths under 21 on MassHealth Family Assistance, Basic, or Essential who are enrolled in managed care may be able to get this service if it is medically necessary. Children and youths on MassHealth Standard or CommonHealth can get any service that is medically necessary.

has the most trouble and teach him or her new skills, such as better ways to talk or act with other children and adults.

Family Support and Training (Family Partners)

Do you need support? Family Partners help parents and caregivers help their children reach their treatment goals. They are parents or caregivers of children with special needs – they've "been there," understand what families go through and can share their experiences. Family Partners are not behavioral health professionals, but work closely with parents to help them get the services their children need.

For questions and more information, talk to your child's primary care doctor or nurse or your child's behavioral health provider, or call your child's MassHealth managed care plan's Customer Service number. The phone numbers are listed below.

MassHealth Health Plans - Customer Service Telephone Numbers

- Boston Medical Center HealthNet Plan (BMCHP)
1-888-566-0010 (English and other languages); 1-888-566-0012 (Spanish)
(TTY: 1-800-421-1220)
- Fallon Community Health Plan (FCHP)
1-800-341-4848 (TTY: 1-877-608-7677)
- Health New England (HNE)
1-800-786-9999 (TTY: 1-800-439-2370)
- Neighborhood Health Plan (NHP)
1-800-462-5449 (TTY: 1-800-655-1761)
- Network Health
1-888-257-1985 (TTY: 1-888-391-5535)
- Primary Care Clinician (PCC) Plan
1-800-841-2900 (TTY: 1-800-497-4648)
- Massachusetts Behavioral Health Partnership
1-800-495-0086 (TTY: 617-790-4130)

Not sure which health plan your child has? Call MassHealth Customer Service to find out: 1-800-841-2900 (TTY: 1-800-497-4648).